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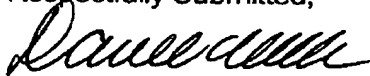
<b>To:</b> Kalyan K. Deshpande	<b>From:</b> Darcell Walker
<b>Fax:</b> 1-571-273-8300	<b>Pages:</b> 12
<b>Phone:</b> 1-571-272-5880	<b>Date:</b> 8/11/2006
<b>Re:</b> Response for 10/076,362	<b>CC:</b>

☐ **Urgent**    ☐ **For Review**    ☐ **Please Comment**    ☐ **Please Reply**    ☐ **Please Recycle**

• **Comments:**

This response is in response to the Office Letter mailed May 11, 2006 in the above-identified application.

Respectfully Submitted,



Darcell Walker  
Reg. No.: 34,945

Appl. No. 10/076,362  
Amdt. dated August 11, 2006  
Reply to Office action of May 11, 2006

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Appl. No.: 10/076,362 Confirmation No.: 1508  
Applicant: Druyanet al.  
Filed: February 14, 2002  
TC/A.U. 3623  
Examiner: Kalyan K. Deshpande  
Docket No.: AUS920011019US1  
Customer No.: 46129  
Title: METHOD AND SYSTEM FOR MANAGING SERVICE REQUESTS  
ACROSS MULTIPLE SYSTEMS

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**"Facsimile Label"**

Date of Facsimile August 11, 2006

I hereby certify that this paper or fec is being faxed  
to the Commissioner of Patents and Trademarks at  
the fax number 571-273-8300 on the above indicated  
Date.

  
Darcell Walker, Reg. No. 34,945

**REPLY UNDER 37 CFR § 1.111**

In response to the Office Action dated May 11, 2006, please amend the  
application as follows and consider the included remarks.

Amendments to the Claims begin on Page 2.

Remarks begin on Page 8.